Check My Meds Site

Usability Testing Survey

Surveys offer additional information for usability testing; this data provides additional quantitative data to the research exercise. Additionally, it provides demographics of the users but offers them an anonymous outlet for feedback.

1.1 Purpose

The purpose of this document is to provide additional insight and information into the demographics habits, behaviors, likes and dislikes. The information collected in these surveys can be compiled into quantitative data and presented along with the usability research results package.

1.2 Notation/Structure

This information should always be collected anonymously, however if a user type, user group, or categorization of the user is helpful such as Admin this is ok as long as it is identified as a persons role and not by name. Users are much less forth coming with information and honesty when they are invisible to the company or researcher. By splitting the survey's into two parts, pre and post this will be less intimidating to the users and offer some general questions about themselves or company/product recognition, whereas the post-survey probes them for feedback on the actual tasks and overall feelings about the layout, usability, performance; and design.

2.   Usability Testing Survey

2.1 Testing Introduction

Thank you for participating in our survey. The information and opinions you provide are very valuable to our evaluation of the Check My Meds site. Today, you will be filling-out two surveys. The first survey is to get a little information on you, our target audience. The second survey is to get feedback on the identified system or site. Please answer all questions honestly. Your name is not required. Thank you again for your time. Thank you for coming. Do you have any questions?

2.2 Pre-Survey Questions

1. What is your sex?
    o   Male
    o   Female

2. How old are you?
    o   18-25
    o   26-39
    o   40-59
    o   >60

3. What is your household income? (optional for internal employees)
    o   <30,000
    o   30,000-60,000>
    o   >60,000

4. Do you ever look for drug information online?
    o   Yes
    o   No
    o   Other, please specify:

5. Which sites have you used or what is your process?
    o   Please specify:

6. Do you ever sign up for medical websites?
    o   Yes
    o   No
    o   Other, please specify:

7. Are there sites with similar information available through your physician/doctor or healthcare facility/clinic/hospital?

- Yes
- No
- Other, please specify:

2.3 Post-Survey Questions

	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagree
The site was easy to navigate?					
The site answered my questions?					
I would visit this site again?					
I would recommend this site to a friend?					
I was satisfied with my site visit?					

If you were to create your own site how would you make it?

Please check the two features you like the best, and then explain why:

Why did you like these two features the most?

Please check the two features you like the least, and then explain why:

Why did you like these two features the least?

1. What are your overall impressions of the Check My Meds site?

   _____

   _____

2. If you had to give the site a grade, from A to F, where A was excellent and F was poor, what grade would you give it, and why?

   _____ A   _____ B   _____ C   _____ D   _____ F

   Why?

   _____

3. If you could make one significant change to the Check My Meds site, what change would you make?

   _____

4. Do you have any other questions or comments about the site or your experiences with the site?

   _____

Mark the following as True or False

_____The homepage is attractive.

_____The overall site is attractive.

_____The site's graphics are pleasing.

_____The site has a good balance of graphics versus text.

_____The colors used throughout the site are attractive.

_____The typography (lettering, headings, titles) is attractive.

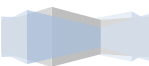_____The homepage's content makes me want to explore the site further.

_____It is easy to find my way around the site.

_____I can get to information quickly.

_____It is fun to explore the site.

_____It is easy to remember where to find things.

_____Information is layered effectively on different screens.

_____The homepage is attention-getting.

_____Information is easy to read.

_____Information is written in a style that suits me.

_____Screens have the right amount of information.

_____The site effectively communicates the company's identity.

_____The information is relevant to my professional needs.

_____The site is designed with me in mind.

_____The site's content interests me.

_____The site's content would keep me coming back.

_____The site has characteristics that make it especially appealing.

_____The site reflects progressive, leading edge design.

_____The site is exciting.

_____The site is well-suited to first-time visitors.

_____The site is well-suited to repeat visitors.

_____The site has a clear purpose.

_____I always felt I knew what it was possible to do next.

_____It is clear how screen elements (e.g., pop-ups, scrolling lists, menus) work.

_____My mistakes were easy to correct.
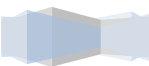
Results — U1

Pre-Survey Questions

1. Male
2. 40-59
3. Do you ever look for drug information online?
   - Yes
4. What sites have you used or what's your process?
   - I do a search for a drug on Google. I view the results. I pick and choose and check out several of the results. A lot of the sites are discussion boards and I don't think I can trust those.
5. Do you ever sign up for medical websites?
   - Yes, I have the WebMD app on my phone.
6. Are there sites with similar information available through your physician/doctor or healthcare facility/clinic/hospital?
   - No, I don't know. There might be, but I don't know about it.

Post-Survey Questions

1. The site was easy to navigate?
   - Agree
2. The site answered my questions?
   - Agree
3. I would visit this site again?
   - Agree
4. I would recommend this site to a friend?
   - Undecided
5. I was satisfied with my visit?
   - Undecided
6. If you were to create your own site, how would you design it?
   - I would make it easier to understand. I couldn't understand the outcomes for example. Why were they coded the way they were? It seems like the fatal was always red, but what does recovering/resolving mean? If that were clearer, maybe the colors would make sense.
7. Two features you like the best?
   a. Starburst Interactive Graphic
   b. Bubble Graphic
      i. These add accessibility for me to easily understand and see a variety of ways to interpret the data.
8. Two features you like the least?
   a. The labels in the Outcomes section.
      i. I don't know what Resolving/Recovering means and I don't know what Resolved/Recovered really means. I have a guess, but I'd like it to be rewritten to make sense for common folk.

8

9. What are your overall impressions of the Check My Meds site?
    a. I'd say it was clean, easy to use, and organized.
10. If you had to give the site a grade, from A to F, where A was excellent and F was poor, what grade would you give it and why?
    a. I'd give it a B+. I think it's really useful, but there are some tweaks you guys need to make before I'd give it the full thumbs up.
11. If you could make one significant change to the Check My Meds site, what change would you make?
    a. Describe the labels better and maybe add a legend if that doesn't increase the level of understanding enough.
12. Do you have any other questions or comments about the site or your experiences with it?
    a. I'd just say change the outcome labels.
13. True False questions:
    a. True
        i. The homepage is attractive.
        ii. The overall site is attractive.
        iii. The site's graphics are pleasing.
        iv. The site has a good balance of graphics versus text.
        v. The colors used throughout the site are attractive.
        vi. The typography (lettering, headings, titles) is attractive.
        vii. The homepage's content makes me want to explore the site further.
        viii. It is easy to find my way around the site.
        ix. I can get to information quickly.
        x. It is fun to explore the site.
        xi. It is easy to remember where to find things.
        xii. Information is easy to read.
        xiii. Screens have the right amount of information.
        xiv. The site's content would keep me coming back.
        xv. The site has characteristics that make it especially appealing.
        xvi. The site reflects progressive, leading edge design.
        xvii. The site is well-suited to first-time visitors.
        xviii. The site is well-suited to repeat visitors.
        xix. The site has a clear purpose.
    b. False
        i. Information is layered effectively on different screens.
        ii. The homepage is attention-getting.
        iii. Information is written in a style that suits me.
        iv. The site effectively communicates the company's identity.
        v. The information is relevant to my professional needs.
        vi. The site is designed with me in mind.
        vii. The site's content interests me.
        viii. The site is exciting.
        ix. I always felt I knew what it was possible to do next.

9

          x. It is clear how screen elements (e.g., pop-ups, scrolling lists, menus) work.
- c. N/A
  - i. My mistakes were easy to correct.

Results — U2

Pre-Survey Questions

7. Female
8. 26-39
9. Do you ever look for drug information online?
    - Yes
10. What sites have you used or what's your process?
    - I do a search for a drug on Google.
11. Do you ever sign up for medical websites?
    - No
12. Are there sites with similar information available through your physician/doctor or healthcare facility/clinic/hospital?
    - Yes, but I don't use them.

Post-Survey Questions

14. The site was easy to navigate?
    - Strongly Agree
15. The site answered my questions?
    - Undecided
16. I would visit this site again?
    a. Undecided
17. I would recommend this site to a friend?
    - Undecided
18. I was satisfied with my visit?
    - Undecided
19. If you were to create your own site, how would you design it?
    - I would add more information about the drug itself. Because as it is, I would need to go to another website to see even more details about the results. Like what's a myocardial infarction?
20. Two features you like the best?
    a. Starburst Interactive Graphic
    b. Simple to navigate
21. Two features you like the least?
    a. I don't know how I feel about entering in my demographic information.
    b. Change the font on the Welcome. It looks amateurish.
22. What are your overall impressions of the Check My Meds site?
    a. I'd say it was clean, but I'm not a huge fan of the colors.
23. If you had to give the site a grade, from A to F, where A was excellent and F was poor, what grade would you give it and why?
    a. I'd give it a D. I think it's really useful, but labels on the Starbust graphic make it look like it's not loading and the bubble graph needs work.

24. If you could make one significant change to the Check My Meds site, what change would you make?
    a. Fix labels on the Starburst graph.
25. Do you have any other questions or comments about the site or your experiences with it?
    a. No.
26. True False questions:
    a. True
        i. The homepage is attractive.
        ii. The overall site is attractive.
        iii. The site's graphics are pleasing.
        iv. The site has a good balance of graphics versus text.
        v. It is easy to find my way around the site.
        vi. I can get to information quickly.
        vii. It is fun to explore the site.
        viii. It is easy to remember where to find things.
        ix. Information is easy to read.
        x. Screens have the right amount of information.
        xi. The site is well-suited to first-time visitors.
        xii. The site is well-suited to repeat visitors.
        xiii. The site has a clear purpose.
        xiv. My mistakes were easy to correct.
    b. False
        i. Information is layered effectively on different screens.
        ii. The homepage is attention-getting.
        iii. Information is written in a style that suits me.
        iv. The site effectively communicates the company's identity.
        v. The colors used throughout the site are attractive.
        vi. The typography (lettering, headings, titles) is attractive.
        vii. The homepage's content makes me want to explore the site further.
        viii. The site's content would keep me coming back.
        ix. The site has characteristics that make it especially appealing.
        x. The site reflects progressive, leading edge design.
        xi. The information is relevant to my professional needs.
        xii. The site is designed with me in mind.
        xiii. The site's content interests me.
        xiv. The site is exciting.
        xv. I always felt I knew what it was possible to do next.
        xvi. It is clear how screen elements (e.g., pop-ups, scrolling lists, menus) work.